

**EXAMINER'S AMENDMENT**

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.
2. Authorization for this examiner's amendment was given in a telephone interview with Robert Kowert, reg. no. 39,255 on June 18, 2010.
3. The claims have been amended as follows:
  - a. Replace claim 33 to read as of the following,

In Claim 33,

33. (Currently amended) A non-transitory computer accessible storage medium storing program logic operative for implementing:

receiving a question from a computer executed application, wherein the question pertains to [[the]] use of a particular website or particular information source of a content provider;

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in response to receiving the question, identifying an operational context in which the question is submitted, wherein the operational context is associated with the question, and wherein the operational context comprises one or more of:

a location, within the particular website or particular information source,-from which the question is submitted; or

information about a system from which the question is submitted;

in response to identifying the operational context for the question, determining a category for the question, wherein the category is determined dependent upon the identified operational context;

retrieving a result for the question, wherein the category and the question are both used to retrieve the result;

based on the result, determining whether the question is an answered question or an unanswered question; and

when [[if]] the question is determined as an answered question:

using a natural language indexing module to normalize the answered question, wherein one or more superfluous words are removed from the answered question to determine whether another question is substantially similar to the answered question; and

storing the normalized answered question in association with tracking data for the normalized answered question, wherein the tracking data indicates that the question was answered; and

when [[if]] the question is determined as an unanswered question:

using a natural language indexing module to normalize the unanswered question, wherein one or more superfluous words are removed from the unanswered question to determine whether another question is substantially similar to the unanswered question; and

storing the normalized unanswered question in association with tracking data for the normalized unanswered question, wherein the tracking data indicates that the normalized unanswered question was not answered.

- b. Replace claim 43 to read as of the following,

In Claim 43,

43. (Currently amended) The non-transitory computer accessible storage medium of claim 33, wherein said determining a category for the question comprises using the identified operational context to search one or more context-to-category maps.

- c. Replace claim 44 to read as of the following,

In Claim 44,

44. (Currently amended) A non-transitory computer accessible storage medium storing program logic operative for implementing:

receiving at least one question from a computer executed application into a question module, wherein the at least one question pertains to [[the]] use of a particular website or particular information source of a content provider;

normalizing the at least one question, wherein the normalizing the at least one question comprises removing one or more superfluous words from the question;

identifying at least one category associated with a context in which the at least one question was submitted using a context module, wherein the context comprises one or more of:

a location, within the particular website or particular information source, from which the at least one question is submitted; or

information about a system from which the at least one question is submitted;

retrieving results for the at least one question, wherein the category and the at least one question are both used to retrieve the results;

based on the results, determining whether the at least one question comprises an answered question or an unanswered question;

when [[if]] the at least one question is determined as comprising ~~comprises~~ an answered question, using a knowledge module to compose a detailed answer to the at least one question;

when [[if]] the at least one question is determined as comprising ~~comprises~~ an unanswered question[[.]];

logging the unanswered question using a tracking module; ~~the tracking module being configured to; and~~

identifying a plurality of frequently asked unanswered questions; and

providing an authoring module configured to generate a request for an answer to each of the plurality of frequently asked unanswered questions; ~~and providing an, wherein the~~ authoring module is further configured to receive input, wherein the input is used to answer one or more of the plurality of frequently asked unanswered questions.

d. Cancel claims 45-50 to read as of the following,

45. – 50. (Canceled)

e. Replace claim 51 to read as of the following,

In Claim 51,

51. (Currently amended) A system, comprising:

a processor; and

a non-transitory computer accessible storage medium storing program logic operative for implementing:

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a question module configured to receive at least one question from a computer executed application;

a context/category module configured to identify at least one category mapped to a context in which the at least one question is submitted, wherein the context comprises one or more of:

a location, within a particular website or particular information source, from which the question is submitted;  
or

information about a system from which the question is submitted;

wherein the question module is further configured to:

retrieve results for the at least one question, wherein the at least one category and the at least one question are both used to retrieve the results;

based on the results, determine whether the at least one question is an answered question or an unanswered question;

in response to determining that the at least one question is an answered question;

use a knowledge module to compose an answer to the at least one question, wherein the knowledge module is configured to identify [[an]] the answer to the at least one question, ~~wherein the answer is generated using~~ based on the at least one category;

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~~wherein the question module is configured to return the answer in response to the question; and~~

use a tracking module to store the answered question in association with tracking data for the answered question, wherein the tracking data indicates that the answered question was answered; and

in response to determining that the at least one question is an unanswered question;

use the tracking module to store the unanswered question in association with tracking data for the unanswered question, wherein the tracking data indicates that the unanswered question was not answered;

a statistics module configured to identify one or more frequently asked unanswered questions;

an authoring module configured to ~~identify~~ display the one or more frequently asked [[an]] unanswered questions and receive answer data for the one or more frequently asked unanswered questions;

wherein the [[a]] statistics module is further configured to provide a question and answer pair based on a most frequently asked question associated with the at least one category;

a suggestion module configured to provide the question and answer pair in response to a request for assistance; ~~and~~

~~a tracking module configured to log the unanswered question, to identify one or more frequently asked unanswered questions, and to request~~

~~answers to each of the one or more frequently asked unanswered questions;~~

wherein for each one of a plurality of requests, based on a request type of the one of the plurality of requests, the program logic is configured to select one of the question module, the suggestion module, or the authoring module to handle the one of the plurality of requests; and

wherein the context/category module, the knowledge module, the statistics module, and the tracking module are each used by one or more of the question module, the suggestion module, or the authoring module in handling the plurality of requests.

- f. Replace claim 52 to read as of the following,

In Claim 52,

52. (Currently amended) The system of claim 51, wherein the authoring module automatically associates the ~~another~~ answer data with the one or more frequently asked unanswered questions~~automatically~~.

- g. Cancel claims 53-55 to read as of the following,

53. – 55. (Canceled)



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*Reason for Allowance*

4. The following is an examiner's statement of reasons for allowance: The arguments on page 13-20 of the remark filed on 3/18/2010 were persuasive.

5. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Philip C Lee whose telephone number is (571)272-3967. The examiner can normally be reached on 8 AM TO 5:30 PM Monday to Thursday and every other Friday. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Firmin Backer can be reached on (571) 272-6703. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300. Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

/Philip C Lee/

Primary Examiner, Art Unit 2448